(b) All the telephones which were faulty at the onset of the monsoon have been restored.

(c) Does not arise.

Unattended telephone faults in Delhi

3694. SHRIMATI KAILASHPATI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the complaints of telephones becoming dead or out of order are not attended to properly and expeditiously in the rural areas of Delhi including the cases where the fault is not due to breakdown of underground cables;

(b) whether it is also a fact that at times complaints are not recorded properly and the names of the employees receiving the complaints are not disclosed to the complaints when the complaints are not attended to on the previous information; and

(c) whether Government propose to take steps to make the telephone Staff responsive and also take proper stringent action for deliberate mischief or wilful inaction?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Complaints regarding telephones being dead or out of order in rural areas of Delhi are attended to properly and expeditiously. In fact, most of the complaints are attended to by the following day.

(b) Operators at '198' have specific instructions to record the complaints properly. Further to ensure that the work by the operators is being done properly, continuous supervision in fault Repair Service is being exercised. The operators have instructions not to disclose their names to the complainants.

(c) Regular training courses are being organised by MTNL to impart attitudinal training to telephone staff to be courteous and responsive to customers. Stringent action is always taken against the officials found guilty.

Poor condition of telephone services in Maidan Garhi, New Delhi

3695. SHRIMATI KAILASHPATI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the telephone lines/wires in village Maidan Garhi, New Delhi-68 have not been laid properly and hanging loose causing frequent disorder of telephones there;

(b) whether it is also a fact that the boxes from where the connections are given are very few and fixed at far off places from the spots of installation of telephones which is also one of the main cause of the problem; and

(c) whether Government propose to urgenty remove the defects in the telephone lines and increase the number of boxes wherever necessary?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Village Maidan Garhi is spread over an area of about 2 sq. kms and served by five DPs which cater for about thirty Telephones. Telephone wires have been laid properly and are not hanging loose. These are periodically inspected and any wire found loose is attended to. A few telephones are at present working on long dropwires but these do not cause frequent disorders though fault liability is somewhat more.

(b) These D.P. Boxes are adequate for the present and are not the cause of problem on telephone lines there.

(c) The capacity of Chhaterpur Exchange is being expanded and with this expansion, additional telephone cables will be laid and 15 more DP Boxes are proposed to be opened in the area to meet future demand of telephones, which incidently will reduce the long line cases also.